

R e m a r k s**I. Status of the Application**

Claims 9-36 are pending in the application.

II. Claim Rejections - 35 USC § 112

Claims 9-36 were rejected under 35 U.S.C. 112 as allegedly failing to comply with the written description requirement. The rejection is respectfully traversed.

The Examiner asserts on page 2 of the Office Action that the specification fails to support a description of an information assistance system and a method for use in the information system comprising an output device for providing directions based on the received information, in first and second installments, to a user device, an indicator being adjusted to indicate the last direction provided in the first installment; and a processor for monitoring for a triggering event initiated by the user device to start providing at least one direction in the second installment, the at least one direction being selected based on the indicator. These limitations are recited by independent claim 27; therefore, claim 27 is discussed below first.

Claim 27

The applicants respectfully submit that the specification and figures clearly support the limitations of claim 27. The limitations of claim 27 are treated individually in the discussion below.

(1) An output device for providing directions based on the received information, in first and second installments, to a user device

The system described in the specification enables a caller to place a first call to receive a first set of driving instructions, and later return to (another) operator to request a second set

of driving instructions. Specifically, page 13, lines 11-14 of the specification describe “a directory assistance center may offer mapping/locator services which provide spoken directions to guide vehicle-based customers from their present location to a desired destination.”

An example of the claimed “output device for providing directions” is the “PBX 14” shown in Fig. 1. The operator speaks to customers through an “operator telephone 18” (Fig. 1 and page 5, line 2). Referring to Fig. 1, any directions spoken by the operator are transmitted from the operator telephone 18 to a “channel bank 16,” then via a T1 span to the “PBX 14.” As is further indicated in Fig. 1, the PBX 14 transmits, or “provides,” the “directions” to a customer’s telephone via another T1 span. This configuration is further described on page 4 at lines 35-39: “a directory assistance center 10 … includes one or more T1 links 12 for connection to customer networks, a private branch exchange (PBX) 14,...”

The directions may be provided in multiple “installments,” as described at page 13, lines 30-37: “provision is made for transferring -- with the customer -- a pointer to the particular database record (i.e. map or directions) being utilized by that customer, and a pointer to a current location within that record. By this arrangement, a different operator who is summoned for assistance using the “tone triggered return transfer” feature can pick up where the last operator left off.”

An example of the claimed “user device” is shown in Fig. 1 (cellular telephone, not numbered), on which the user calls to receive directions.

(2) An indicator being adjusted to indicate the last direction provided in the first installment

Support for the limitation “an indicator being adjusted to indicate the last direction provided in the first installment” is found at page 13, lines 30-35, which read “provision is

made for transferring -- with the customer -- a pointer to the particular database record (i.e. map or directions) being utilized by that customer, and a pointer to a current location within that record." The "pointer" described in the specification corresponds to the claimed "indicator."

(3) *"A processor for monitoring for a triggering event initiated by the user device to start providing at least one direction in the second installment"*

The language "a triggering event initiated by the user device to start providing at least one direction in the second installment" is supported at page 13, lines 20-25 of the specification, which read "the customer can receive initial instructions, and thereafter summon further instructions as needed along the route simply by pressing the star or other designated key." The "star or other designated key" described in the specification corresponds to the claimed "triggering event." When the triggering event occurs (for example, when the user presses the star key), the customer receives additional instructions.

An example of the claimed "processor for monitoring" for such a "triggering event" is the PBX 14 (Fig. 1). Specifically, page 12 reads: "The star or other designated key tone(s) is detected by a DTMF receiver (allocated in the PBX 14 for the entire duration of the call),...".

(4) *"The at least one direction being selected based on the indicator"*

Support for the limitation "the at least one direction [in the second installment] being selected based on the indicator" is found at page 13, lines 30-37, which read "provision is made for transferring -- with the customer -- a pointer to the particular database record (i.e. map or directions) being utilized by that customer, and a pointer to a current location within that record. By this arrangement, a different operator who is summoned for assistance using the "tone triggered return transfer" feature can pick up where the last operator left off." It is

clear that a subsequent operator continues to provide directions to the caller by checking to see where the indicator/pointer is in the database record and reading additional directions from that point.

Claim 17

Independent method claim 17 and independent system claim 27 share similar limitations. Therefore, for the reasons set forth above, claim 17 is also supported by the specification and figures.

Claim 9

The specification and figures clearly support the limitations of claim 9. The limitations of claim 9 are treated individually in the discussion below.

(1) *“Storing the instructions in a record”*

The limitation “storing the instructions in a record” is supported at page 13, lines 11-14, which read “a directory assistance center may offer mapping/locator services which provide spoken directions to guide vehicle-based customers..” and at page 13, lines 30-35, which read “provision is made for transferring -- with the customer -- a pointer to the particular database record (i.e., map or directions) being utilized by that customer.” (Emphasis added). The “spoken directions” correspond to the claimed “instructions” that are stored in the database record.

(2) *“Delivering the instructions in the record in a selected order over the communications network in at least first and second sessions”*

The limitation “delivering the instructions in the record in a selected order over the communications network in at least first and second sessions” is supported at page 13, lines 11-14, which read “a directory assistance center may offer mapping/locator services which

provide spoken directions to guide vehicle-based customers from their present location to a desired destination.” Page 13 also reads “provision is made for transferring -- with the customer -- a pointer to the particular database record (i.e. map or directions) being utilized by that customer, and a pointer to a current location within that record. By this arrangement, a different operator who is summoned for assistance using the “tone triggered return transfer” feature can pick up where the last operator left off.” (Lines 30-37).

The claimed “first and second sessions” correspond to the “first and second installments” recited in claim 27. As discussed above, the system described in the specification enables a caller to place a first call to receive a first set of driving instructions, and later return to (another) operator to request a second set of driving instructions.

(3) “Halting a delivery of the instructions at the end of the first session”

The limitation “halting a delivery of the instructions at the end of the first session” is supported at page 13, lines 20-24 of the specification, which read “the customer can receive initial instructions, and thereafter summon further instructions as needed along the route simply by pressing the star or other designated key.” In addition, pages 13-14 read: “While driving between operator instructions, the customer is simply kept in a “hold” state.” (page 13, line 37 to page 14, line 2). In the example provided on pages 13-14, “a delivery of instructions” is clearly halted after the “initial instructions” are provided, and the customer is placed in a “hold” state.

(4) “Adjusting the indicator to indicate the instruction last delivered in the first session”

This limitation is similar to the limitation discussed under heading (2) under claim 27 above. As discussed above, this limitation is supported in the specification.

(5) "*Monitoring for a request*"

This limitation is similar to the limitation discussed under heading (3) under claim 27 above. As discussed above, this limitation is supported in the specification.

(6) "*In response to the request, initiating the second session in which at least one instruction following the last delivered instruction is delivered, the at least one instruction being retrieved based on the indicator*"

This limitation is similar to the limitations discussed under heading (3) and (4) under claim 27 above. As discussed above, this limitation is supported in the specification.

IV. Conclusion

In view of the foregoing, each of claims 9-36 is believed to be in condition for allowance. Accordingly, reconsideration of these claims is requested and allowance of the application is earnestly solicited.

Respectfully,

By 
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